

SKILLSET

- Instructional / Curriculum Design
- HTML, CSS and Web CMS Expertise
- Salesforce CRM Experience
- SOP / Technical Documentation
- WalkMe Adoption Platform Expert
- UX Certified / Cognitive Design
- HCI and Interactive Multimedia Dev
- Board Leadership / Client Relations
- Advanced Visual Design Knowledge
- Cvent Event Platform Design Expert

PROFESSIONAL EXPERIENCE

YPO Education Leadership (Young Presidents' Organization)

09/2012 – 06/2020

Digital Services / Product Management Learning Manager - REMOTE

Training Development and Delivery

- Curriculum development and course delivery: In-person, webinars and autonomous
- Design of Sitecore CMS instructional training for a global customer audience
- Salesforce CRM management courses and SOP Playbook Manuals
- Management across multiple LMS systems

WalkMe Digital Engagement Platform Design

- Highly customized Design and Development of WalkMe DAP assets
- Management of WalkMe content and analytics across three enterprise platforms
- Custom WalkMe automation and interactions to simplify UX tasks and navigation
- Onboarding and Tracking of user training and CTA goals through WalkME Insights

Sitecore and HTML Content Management

- CMS strategy and development of client-facing enterprise webpages and content
- Solved YPO's first responsive design for Cvent system with mobile app release
- Customer engagement / marketing alignment and UX feedback for Sitecore Admin

Learning & Insights Senior Director of Education Services - REMOTE

International Committee Initiatives Lead

- Lead creation of the first generation of For Presidents by Presidents video strategy
- Advisor for Officer Fundamentals training and interactive E-book
- Oversight of customer service Speaker Database expansion and alignment

Learning Portfolio / Platform Solutions Owner

- Implementation of YPO's first cross-functional Resource Library onto website
- Designed UX for education awards program and global conference workshops
- Development of third-party engagement survey solution

Arts & Technology Professor / e-Learning Designer

08/2010 – 05/2012

University of Texas at Dallas | Arts & Technology (ATEC) - Dallas TX

- Marketed, designed and implementation of Design Studio course curriculum
- Lead instructor for Principles of Design and Computer Imaging/Digital Media courses

College Readiness Grant Program Manager

Contract 10/2007 – 01/2009

The Collaborative: Uplift Education & IDEA Public Schools - Texas

- Information design, content branding, strategy and curation implementation to deliver a comprehensive college-readiness program across fourteen charter schools in the Texas Rio Grande Valley and Dallas-Fort Worth areas

Applied Arts & Engineering Curriculum Designer

Contract 03/2007 – 09/2007

Project Lead the Way (PLTW) - San Diego, CA

- Program design of high-value 'Introduction to Design' course for PLTW California and the University of California CTE program

Arts, Architecture & STEM Magnet School Instructor

07/2003 – 06/2007

San Diego Unified | Construction Tech Academy - San Diego CA

- Facilitated project-based design courses for one of California's pioneering engineering, architecture and construction magnet schools

EDUCATION and CERTIFICATIONS

WalkME Digital Adoption Platform (DAP) Certifications

2019

DAP Master Builder and DAP Manager Certifications

Nielsen Norman Group: User Experience Certification

2016

UX Conference, Washington D.C. - Professional Development

Master of Fine Arts: Arts & Technology

2011

University of Texas at Dallas | Arts & Technology - Dallas TX

PMI Certificate: College of Extended Studies

2007

San Diego State University - San Diego, CA

California Teaching Credentials

2003 – 2013

San Diego Unified Schools and Career Tech - San Diego, CA

AFFILIATIONS and ORGANIZATIONS

- Interaction Design Foundation (IDF)
- IS Community Association Inc. President 2017-2019
- Singing River Art Association Lifetime Member
- American Mensa 1996

STRENGTHS FINDER 2.0

Ideation | Learner | Maximizer | Achiever | Command